

OCCUPATIONAL GROUP: Business Administration

CLASS FAMILY: Administrative Support

CLASS FAMILY DESCRIPTION:

This family includes those positions which provide support work to include clerical, office support, and administrative. These positions range in nature from entry to senior level in responsibilities and scope and apply knowledge of the program to which they are assigned, including general office/program policies and procedures. These positions include: delivery of mail, clerical and secretarial duties; administrative, supervisory, and technical work.

CLASS TITLE: Administrative Service Worker

DISTINGUISHING CHARACTERISTICS:

These positions perform work associated with mail delivery, such as picking up, sorting, and delivering mail and assisting in basic administrative support duties. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Delivers and picks-up mail to distribution points.
- Collects, sorts, and distributes mail.
- Opens, sorts, and date stamps incoming mail.
- Gathers and transports mail to and from post office.
- Creates usage reports.
- Affixes labels to mail or packages; batches mail.
- Prepares bulk mailings by folding, stuffing envelopes, batching, affixing mailing labels, or recording number of items sent.
- May operate forklift or hand jack to unload bulk items.
- May perform clerical work.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the agency's divisions or sections and their function.
- Ability to learn United States Post Office regulations and mailing procedures.
- Ability to lift heavy packages.
- Ability to operate equipment.
- Ability to maintain simple records.

MINIMUM QUALIFICATIONS:

Education: No formal training necessary.

Experience: No experience required.

Education & Experience Substitution: None.

Certificates, Licenses, Registrations: A valid driver's license may be required.

CLASS TITLE: Administrative Support Technician 1

DISTINGUISHING CHARACTERISTICS:

These positions perform routine or basic support duties. They may be responsible for typing documents; scheduling meetings; scanning documents; entering information into a database or computer system; operating mailing machine equipment; proofreading documents for legibility, clarity, and proper grammar and spelling; transcribing, and answering or making telephone calls providing answers regarding office procedures, rules and regulations. These positions do not have budgetary or supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Types correspondence, reports, text and other written material from rough drafts, corrected copies, voice recordings, dictation, etc.
- Enters, posts, verifies, proofs, and/or edits data or information into computer system, log, ledger, or database.
- Transcribes dictation for a variety of reports.
- Operates mailing machine equipment used for applying postage or processing mail and/or operates automatic labeling and folding equipment; determines the class of mail to use on letters and flats; tracks incoming and outgoing certified mail; prepares chargeback fees for agencies.
- Scans or captures documents; performs quality control functions; identifies document image by type; evaluates for image quality and data completeness; establishes and enters the document index.
- Operates a multi-line phone system; answers and/or routes telephone calls; takes messages; answers general information requests.
- Collects, receipts, counts and deposits money.
- Sorts and files documents; pulls documents.
- Looks up information using a variety of sources; fills out forms and other documents.
- Operates office equipment.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency policies, procedures, and functions.
- Knowledge of office procedures, practices, and methods.
- Knowledge of business English, spelling and arithmetic.
- Knowledge of United States Postal Service regulations and mailing procedures.
- Skill in operating various office equipment.
- Ability to operate office equipment incidental to the job.

- Ability to maintain records and to prepare reports from these records.
- Ability to understand and follow detailed oral and written instructions.
- Ability to perform repetitive tasks accurately.
- Ability to establish and maintain effective working relationships with others.
- Ability to type accurately and rapidly and to edit documents without altering the intended meaning.
- Ability to operate a multi-line phone.
- Ability to speak clearly and courteously.
- Ability to use various computer software.
- Ability to lift heavy boxes/bags.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Zero to one year of full-time or equivalent part-time verifiable experience related to the Administrative Support job family.

Education and/or Experience Substitution: None.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Technician 2

DISTINGUISHING CHARACTERISTICS:

These positions perform a full range of assigned support duties that require a good working level of knowledge of skills, plus a working knowledge of pertinent rules, regulations, policies and procedures, often in a particular program and/or with specialized knowledge in a particular area. They carry out duties independently and have some discretion within established procedures and guidelines. These positions may distribute work and train new employees. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Composes and types correspondence related to assigned office/program area.
- Compiles and types reports by selecting relevant information from a variety of sources.
- Reviews incoming correspondence and routes as appropriate.
- Maintains records, including entering information, retrieving and archiving documents, researching files, etc.
- Makes arithmetic calculations; prepares and codes billings; verifies receipts; balance documents; deposits money; creates reports.
- Interprets policies and procedures to employees or customers.
- Operates a variety of communication equipment; relays information.
- Operates computer equipment, such as printers, sealers, bursters, etc.; monitors console for job errors and takes corrective action.

- Operates multi-line phone system; provides general information requiring knowledge of agencies policies and procedures; makes telephone calls.
- Serves as point of contact for office/program area; applies specific knowledge of program.
- Operates high-speed mail inserters in a production environment.
- Assigns and reviews the work of others; trains others.
- Orders, receives, stores and distributes supplies; maintains inventory.
- Maintains calendars, makes appointments and travel arrangements, arranges meeting rooms.
- Assists staff with travel arrangements.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency policies, procedures, and functions.
- Knowledge of office procedures, practices, and methods.
- Knowledge of business English, spelling and arithmetic.
- Knowledge of Federal Communications Commission rules and regulations.
- Skill in operating office equipment.
- Ability to operate office equipment incidental to the job.
- Ability to maintain records and to prepare reports from these records.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with others.
- Ability to type accurately and rapidly and to edit documents without altering the intended meaning.
- Ability to speak clearly and courteously.
- Ability to use various office software.
- Ability to multi-task.
- Ability to lead and train other employees.
- Ability to lift heavy boxes/bags.
- Ability to transmit and receive radio-telephone communications in a precise and accurate manner.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: One to three years of full-time or equivalent part-time verifiable experience related to the Administrative Support job family.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university, business or vocational school related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Technician 3

DISTINGUISHING CHARACTERISTICS:

These positions perform a wide range of general and agency-specific office and administrative tasks, requiring advanced general office skills plus a comprehensive knowledge of pertinent rules, regulations, policies and procedures. They interpret and apply policies, procedures and guidelines and exercise independent judgment. Individuals in these positions may have input into setting a budget. They serve as lead workers. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Acts as a specialist in assigned program area, performing the most complex clerical duties.
- Serves as lead worker; assigns and reviews work; trains employees.
- Applies knowledge of programmatic and administrative requirements.
- Resolves problems and makes recommendations for improvements.
- Provides technical support for program area; schedules shipment of gaming machines; coordinates and communicates reports, procedures, operations, etc., with agency staff, manufacturers, and end users; updates and maintain database; prepare paperwork to install and maintain gaming machines.
- Performs specialized tasks and coordinates general office functions such as budget, legal work, administrative, travel arrangements, procurement, personnel, information systems or fiscal duties and provides training to staff.
- Conducts research, troubleshoots office systems or procedures for efficiency and accuracy; collects, organizes and details in writing the required documentation in answering inquiries.
- Coordinates and/or acts as a liaison between agency or work unit and other agencies.
- Maintains financial or other records; verifies statistical reports for accuracy and completeness; including handling deposits and monetary transactions and/or performing audit functions.
- Screens and corrects documents for procedural compliance; evaluates information for accuracy.
- Provides customer service and acts as a resource to co-workers and/or clients explaining rules and procedures.
- Assists in budget development, analysis, interpretation, and recommendation; Performs administrative support duties requiring considerable judgment, which may involve fiscal, human resources, or other specific program areas.
- Prepares reports; verifies information for accuracy.
- Responds verbally and/or in writing to requests for information.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of office procedures, practices, and methods.
- Ability to interpret agency policies and procedures.
- Ability to lead and train other employees.
- Ability to operate office equipment incidental to the job and use various software.
- Ability to maintain records and to prepare reports from these records.
- Ability to understand and follow oral and written instructions.
- Ability to establish and maintain effective working relationships with others.
- Ability to type accurately and rapidly and to edit documents without altering the intended meaning.
- Ability to multi-task.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Three to four years of full-time or equivalent part-time verifiable experience related to the Administrative Support job family.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university, business or vocational school related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Coordinator 1

DISTINGUISHING CHARACTERISTICS:

These positions coordinate and supervise the work of staff and may serve as a working supervisor who performs administrative support work. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Coordinates the activities of staff.
- Makes and reviews work assignments to subordinates to ensure accuracy.
- Conducts performance evaluations; approves or disapproves leave requests.
- Trains subordinates in proper work methods, policies, and procedures.
- Reviews and implements work procedures.
- Monitors employee activities to ensure compliance with regulations, policies and procedures and work standards.
- Completes duties that are similar or related to the work performed by subordinates.
- Compiles and types reports; maintain records.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of area of assignment.
- Knowledge of office procedures, practices, and methods.
- Ability to multi-task.
- Ability to supervise subordinates.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Three to five years of full-time or equivalent part-time verifiable experience related the Administrative Support job family.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university, business or vocational school related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Coordinator 2

DISTINGUISHING CHARACTERISTICS:

These positions coordinate and supervise the work of staff that performs a wide range of general and agency-specific office and administrative tasks and these positions may have subordinate supervisors. These positions require a comprehensive knowledge of pertinent rules, regulations, policies and procedures. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Coordinates activities of staff.
- Makes and reviews work assignments to subordinates to ensure accuracy.
- Conducts performance evaluations; approves or disapproves leave requests.
- Trains subordinates in proper work methods, policies, and procedures.
- Writes, reviews, analyzes, and implements work procedures.
- Makes decisions on limited program issues for area of assignment that commits the agency.
- Monitors employee activities to ensure compliance with state/federal regulations, policies and procedures and work standards.
- Serves as a resource for subordinates regarding rules, regulations, policies and procedures for program area.
- Performs duties that are similar or related to the work performed by subordinates.
- Compiles and analyzes data; types reports; maintain records.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws related to area of assignment.
- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of area of assignment.
- Knowledge of office procedures, practices, and methods.
- Ability to multi-task.
- Ability to supervise subordinates.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Four to five years of full-time or equivalent part-time verifiable experience related to the Administrative Support job family, one year of which must have been in a lead, supervisory, or managerial capacity.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university, business or vocational school related to the Business Administration occupational group may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Coordinator 3

DISTINGUISHING CHARACTERISTICS:

These positions coordinate and supervise the work of lower level staff and supervise subordinate coordinator(s). Some positions may have input in setting budget. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, and directs the work through subordinate supervisors.
- Plans staff development and training.
- Trains subordinates in proper work methods, policies, and procedures.
- Drafts policies; writes, reviews, analyzes, and implements work procedures.
- Makes decisions on limited program issues for area of assignment that commits the agency.
- Monitors employee activities to ensure compliance with state/federal regulations, policies and procedures and work standards.
- Serves as a resource for subordinates regarding rules, regulations, policies and procedures for program area.
- May provide input in setting budget.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws related to area of assignment.
- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of area of assignment.
- Knowledge of office procedures, practices, and methods.
- Ability to supervise subordinates.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to plan work methods.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Five to seven years of full-time or equivalent part-time verifiable experience related to the Administrative Support job family, two years of which must have been in a lead, supervisory, or managerial capacity.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university, business or vocational school related to the Business Administration occupational group may substitute for the required non-supervisory experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Specialist 1

DISTINGUISHING CHARACTERISTICS:

These positions perform full-performance level secretarial and/or technical support duties. These positions require knowledge of the program in which they are assigned. They interpret and apply policies, procedures, and guidelines and exercise independent judgment. These positions may supervise or oversee work of lower level employees. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Applies specific knowledge of work program and activities.
- Composes and types correspondence related to assigned office/ program area; proofreads and edits documents.
- Completes special projects; contacts federal and state entities to transmit, receive, or clarify data; reviews and audits data for accuracy; applies knowledge of program to answer questions.
- Reviews incoming correspondence; initiates replies as appropriate; routes matters requiring action by staff; follows up to ensure actions are completed.
- Compiles and types reports by selecting relevant information from a variety of sources such as reports, documents, correspondence, electronic files, etc.

- Maintains calendars, makes appointments and travel arrangements, arranges meeting rooms.
- Answers telephone; answers questions on services and functions.
- Makes deposits and monetary transactions and/or may review or evaluate invoices, financial documents, and/or transactions for accuracy; responsible for a purchasing card.
- Orders, receives, stores, and distributes supplies; maintains inventory.
- Interprets policy and procedures to employees or customers.
- Assists administratively with budget development, analysis, interpretation and recommendation.
- May supervise the work of others.
- May assign and review work of other staff; may train other staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws related to program area.
- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of office procedures, practices, and methods.
- Ability to interpret agency policies and procedures and data.
- Ability to maintain records and to prepare reports from these records.
- Ability to operate office equipment incidental to the job and use various software.
- Ability to understand and follow oral and written instructions.
- Ability to supervise others; ability to lead the work of others.
- Ability to multi-task.
- Ability to type accurately and rapidly and to edit documents without altering the intended meaning.
- Ability to establish and maintain effective working relationships with others.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Three to five years of full-time or equivalent part-time verifiable experience related to the Administrative Support job family.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university, business or vocational school related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Specialist 2

DISTINGUISHING CHARACTERISTICS:

These positions perform event planning, while others perform technical support duties. They must have a thorough knowledge of the program area in which they are assigned, recordkeeping technology, and the ability to keep accurate and efficient records of meeting times, locations, and

reservations. They interpret and apply policies, procedures, and guidelines and exercise independent judgment. Some positions may have budgetary responsibilities and supervise. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Consults with customers to determine objectives and requirements for events such as meetings, conferences, and conventions; plan events.
- Consults with customers providing event planning information.
- Drafts contracts; handles billing issues.
- Arranges and coordinates with vendors.
- Monitors event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise.
- Confers with staff at a chosen event site to coordinate details; schedules staff as needed.
- Inspects event facilities to ensure that they conform to customer requirements.
- Arranges the availability of audio-visual equipment, transportation, displays, and other event needs.
- Provides technical support for program area; troubleshoots and answers questions for entities regarding the transmitting, receiving of data; gathers and codes data, reviews and audits data for accuracy.
- Provides records management and inventory of equipment, hardware, and software licenses.
- Provides technical support for program area; schedules shipment of gaming machines; coordinates and communicates reports, procedures operations, etc., with agency staff, manufactures, and end users; updates and maintains database; prepares paperwork to install and maintain gaming machines.
- May have responsibility of staying within an assigned budget and purchases items or supplies for events.
- May supervise subordinate staff.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws related to program area.
- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of office procedures, practices, and methods.
- Knowledge of principles and processes for providing customer and personal services.
- Knowledge of principles and methods for showing, promoting, and selling products or services.
- Ability to listen to and understand information and ideas presented through spoken words and sentences.
- Ability to interpret rules, regulations, policies and procedures.
- Ability to plan events.
- Ability to interpret agency policies and procedures and data.
- Ability to maintain records and to prepare reports from these records.
- Ability to operate office equipment incidental to the job and use various software.

- Ability to supervise and/or lead others.
- Ability to multi-task.
- Ability to establish and maintain effective working relationships with others.
- Ability to communicate information and ideas in speaking so others will understand.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Four to Six years of full-time or equivalent part-time verifiable experience related to the Administrative Support job family.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university, business or vocational school related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Specialist 3**DISTINGUISHING CHARACTERISTICS:**

These positions perform advanced level secretarial duties by assuming responsibility for adjunctive administrative duties under the guidance of an administrator or executive, while other positions perform advanced technical support duties. They apply in-depth knowledge of program areas, the mission of the division, and the administrator's jurisdiction, policies, and views. These positions may have supervisory responsibilities. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Performs administrative and clerical duties requiring considerable knowledge and judgment of specific program areas.
- Provides technical support; coordinates and assists in conducting retailer site surveys, gaming machines installation, removal, transfer, or destruction; gathers data and compiles statistical reports; responds to inquiries; resolves issues.
- Applies knowledge of programmatic and administrative requirements.
- Resolves problems and makes recommendations for improvements.
- Performs specialized tasks and coordinates general office functions such as budget, legal work, administrative, travel arrangements, procurement, personnel, information systems or fiscal duties.
- Coordinates and/or acts as a liaison between staff and other agencies.
- Maintains financial or other records; verifies statistical reports for accuracy and completeness.
- Prepares reports; verifies information.
- Assists with or prepares budget, analysis, interpretation, and recommendation.
- Responsible for senior administrative management of day-to-day operations, assigned programs or projects; may provide leadership and guidance to administrative staff.

- Acts as liaison between administrator and others to coordinate calendars for meetings and conference calls.
- Provides instruction on office policies, procedures, and rules.
- Attends, takes minutes, and prepares necessary records for meetings.
- Makes necessary travel arrangements for administrator or executive staff.
- Investigates customer complaints and takes steps necessary to resolve them.
- Compiles and analyzes a variety of data and information and prepares related reports.
- Explains program requirements and interprets policies.
- Interacts with Governor's Office and Legislature.
- Monitors fiscal documentation such as travel vouchers, expense vouchers, accounting of state purchase card and requisitions.
- Represents management in matters with immediate staff, agency staff, other agencies and/or the public.
- Conducts research related to the specific project or program.
- May supervise subordinates; may conduct performance appraisals and instruct and counsel personnel toward agency goals and strategic plan.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws related to program area.
- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of office procedures, practices, and methods.
- Ability to interpret agency policies and procedures and data.
- Ability to maintain records and to prepare reports from these records.
- Ability to understand and follow oral and written instructions.
- Ability to supervise others.
- Ability to type accurately and rapidly and to edit documents without altering the intended meaning.
- Ability to operate office equipment incidental to the job and use various software.

MINIMUM QUALIFICATIONS:

Education: Graduation from High School or Equivalent.

Experience: Five to six years of full-time or equivalent part-time verifiable experience related to the Administrative Support job family.

Education and/or Experience Substitution: Coursework from a regionally accredited college or university, business or vocational school related to the Business Administration occupational group may substitute for the required experience on a year for year basis.

Certifications, Licenses, Registrations: None.

CLASS TITLE: Administrative Support Specialist 4

DISTINGUISHING CHARACTERISTICS:

These positions perform advanced level administrative and technical work in the direction and evaluation of division programs or general administrative or programmatic areas. These positions are further distinguished from lower levels that they do not perform clerical or secretarial duties. They serve as the assistant to an administrator or high-ranking state official and may be required to deal with situations that are sensitive, controversial, or highly personal. These positions may supervise staff. Perform related work as required.

EXAMPLES OF WORK: *(Any specific position in this class may not include all of the duties listed; nor do the examples listed cover all of the duties which may be assigned.)*

- Plans, organizes, directs and evaluates the activities of a major program.
- Develops policies and procedures for effective operations.
- Develops long-range program objectives and recommends fiscal policies for funding.
- Maintains contacts with state and federal officials, legislators and program leaders on developments and issues in the assignment area.
- Analyzes programs to determine their effectiveness in meeting objectives, mission, and goals.
- Directs or coordinates special projects that may include operations, fiscal, or legal.
- Research, analyze, and report on objectives and/or goals.
- Develops budget estimates and expenditure schedules for programs.
- Researches and drafts legislative recommendations on programs.
- May supervises the work of others.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal and state laws related to program area.
- Knowledge of agency rules, regulations, policies, and procedures.
- Knowledge of the principles of administrative management and planning.
- Knowledge of the organization and function of state government.
- Ability to develop procedures, standards and guidelines for application to division programs or activities.
- Ability to evaluate program performance.
- Ability to analyze needs and develop staffing patterns and budget recommendations.
- Ability to communicate ideas effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with federal and state officials, program leaders and the public.
- Ability to assign and direct the work of employees.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a regionally accredited college or university.

Experience: Six to eight years of full-time or equivalent part-time verifiable experience related to the Administrative Support job family.

Education and/or Experience Substitution: Additional full-time or equivalent part-time verifiable experience related to the Administrative Support job family may substitute for the required education on a year for year basis. Additional coursework from a regionally accredited college or university related to the Business Administration occupational group may substitute

for the required experience on a year for year basis. A Master's Degree from a regionally accredited college or university related to the Business Administration occupational group may substitute for two years of experience.

Certifications, Licenses, Registrations: None.

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